

Cisco Unity Unified Messaging: Voice and Unified Messaging for Today's Business Workspace

The Changing Business Workspace

The workplace of today bears only a passing resemblance to the workplace of 20 or even 10 years ago. Business has been – and continues to be – transformed by strong forces, not just technological, but social and governmental. Organizations now span nations, continents, and time zones and thus their employees face a global workspace. New technologies, including mobile technologies, have allowed people to be more productive away from the office and achieve results even when confronted with disjointed working moments, such as between meetings, while commuting, or while waiting for a flight. Meanwhile, new regulatory schemes have been applied to numerous industries from an expanding number of agencies and governments. These regulations differ from country to country, meaning multinationals often must consider several sets of complex regulations governing all aspects of business operations.

Achieving success in this changing environment requires effective communication and collaboration among disparate individuals in highly distributed teams. The organizations that can best align their people to solve their most challenging business problems gain a competitive advantage. Yet many communication and collaboration tools remain mired in the past. Aging systems worked well when organizations were “9-to-5” offices in a single location. These communication systems and collaboration tools from a bygone era do not reflect the realities of today's business, nor do they enable the sort of effective collaboration that is now needed to achieve business success.

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to easily connect anywhere, anytime, and anyplace, using any media, device, or operating system. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

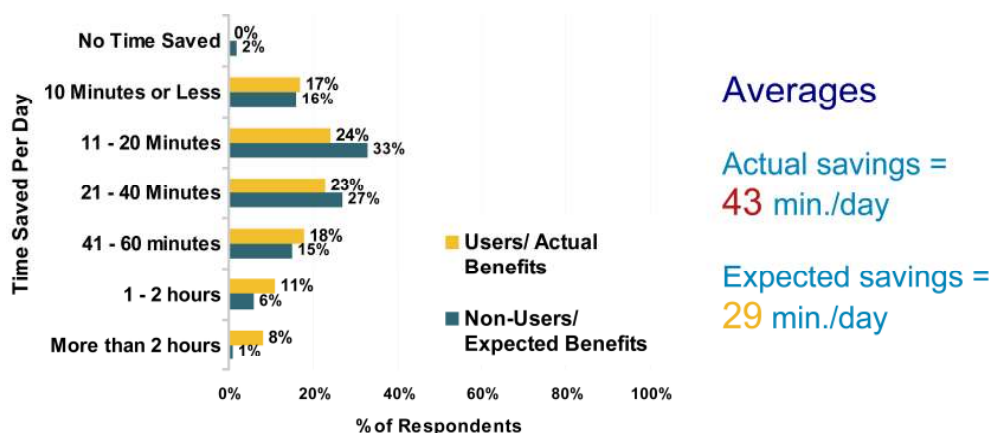
One of the critical components of unified communications is the Cisco Unity® system, a market-leading voice and unified messaging system. The Cisco Unity application amplifies your organization's productivity with an enterprise-ready voice and unified messaging platform as part of a unified communications solution. The Cisco Unity solution gives your organization a reliable, secure, scalable, feature-rich voice and unified messaging system. The Cisco Unity Unified Messaging system with Microsoft Exchange or Lotus Domino helps your organization access e-mail, voice, and fax messages from a single inbox anytime, anywhere, and on any device. In doing so, the solution lowers average response time to messages and improves employee productivity. Even more impressive, the solution is highly flexible, allowing your organization to benefit from unified communications with minimal interruption.

Cisco Unity Unified Messaging: Real and Immediate Benefits

Over the years, many technologies have promised to transform business. Some proved successful while others have disappointed. Unified messaging is one of the few technologies that has, in those organizations that have deployed it, led to even greater benefits than expected.

According to a study by Sage Research¹ (Figure 1), the average organization expected unified messaging to save 29 minutes of productive time per employee every day. Many companies deployed the application based on this expectation. Results showed, however, that unified messaging actually saved the average company 43 minutes of productive time per employee every day. It is a rare situation when the benefits from a technology exceed expectations by almost 50 percent.

Figure 1. Time Savings from Unified Messaging



Organizations that deploy the Cisco Unity solution often cannot imagine how they functioned without unified messaging. One example is Ingersoll-Rand, which deployed the Cisco Unity solution several years ago. “I think that’s the biggest win that we’ve had in our Huntersville, North Carolina, site,” says Damon Cahill, Ingersoll-Rand’s Manager of Infrastructure Strategy, referring to the company’s technology nerve center. “If you asked users now if they could do their jobs if we took unified messaging away, a lot of them would say no.”

Organizations are achieving higher levels of productivity with the Cisco Unity solution. You can access your messages anytime and anywhere, resulting in quicker response time to messages. You can prioritize messages at a glance, allowing you to correctly focus on the most critical and time-sensitive information. Says Rif Kiamil, IT Manager for JJ Foods Service, “With Unity messaging, we can quickly scan a list of voicemails to answer the most urgent messages first, increasing operational efficiency.” In responding quicker to messages, you can accelerate delivery timelines, and customers get a greater sense of intimacy. In short, the Cisco Unity solution can reduce the delay in virtually any business process that involves two or more people.

Anytime, Anywhere Collaboration

It is becoming increasingly rare to find an organization with employees that work in a single location, from a single workspace. Many employees are found in an office during standard working hours, but some may be at lunch, while others may be traveling on business – in a taxi, an airport, or hotel. Some employees may be at home, either after regular business hours or because they telecommute. Traditional voicemail systems are effective for workers sitting at their desk in their

¹ Unified Communications Application: Uses and Benefits, Sage Research, January 2006

office during business hours and never working outside that environment. But employees that do not fit this archetype of the “9-to-5” office worker are not effectively served by traditional systems. When trying to communicate with employees who work away from their desk, messages often go unnoticed. However, this loss of productivity is unnecessary. Liz Claiborne Inc. Director of IT Anthony Iadiserchia put it succinctly: “Our people previously lost productivity when their voicemail boxes filled up while they visited another office. Now they can log in from any location and respond more quickly to urgent business.” This situation illustrates a true business benefit of Cisco Unity messaging.

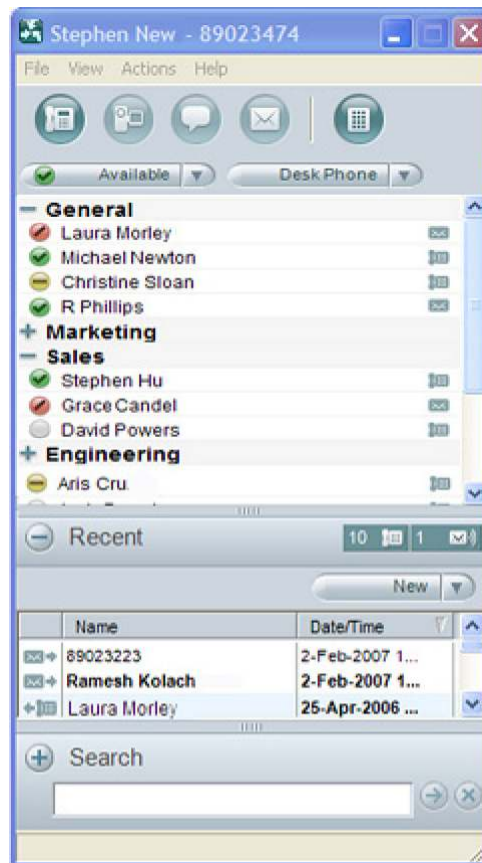
The Burton Group, an IT research and advisory firm, writes in an overview on unified communications: “Next-generation messaging systems enable mobile and nomadic information workers to have improved access to their enterprise communications from internal and external customers. They support improved linkage to individual work tasks and team projects as a result of implementing integrated or unified messaging functionality. The ability to receive enterprise telephony system voicemails as e-mail attachments on a mobile device, whether a smart-phone or laptop computer, enables users to receive all enterprise-based communications from a common interface without the need to periodically check an enterprise voice mailbox for new messages.”² The Cisco Unity solution allows all your employees, regardless of their workspace or the communications device they have available, to be able to respond quickly and effectively to their messages.

On the Desktop

Many of today’s workers are at least partially desktop-bound. They sit in front of a computer screen much of the day working on documents, data processing, and other applications. These employees can benefit greatly from a single application that assists them with all their various communications needs, including access to voicemail.

The Cisco Unity solution integrates fully with the Cisco Unified Personal Communicator (Figure 2) to deliver messages to desktop computers. In the Cisco Unified Personal Communicator, you can quickly see your messages as well as the name and presence information of the person who left them. You can instantly tell if that person is available for a conversation or an instant message, or if you should reply later or leave a voice message. With a single application you can do much more with messaging than you might have been able to in the past.

² Enterprise Voicemail: Preparing for Unified Communications, Burton Group, Version 1.0, July 19, 2007

Figure 2. Cisco Unified Personal Communicator

From the desktop, you can also use the e-mail client you are accustomed to, most commonly either Microsoft Outlook or IBM Lotus Notes. In these clients you can also see your voicemail messages right away. With tools such as Viewmail for Outlook, the Cisco Unity Outlook plug-in, you can reply to messages with voice or an e-mail and take full action on the message. “Cisco Unity has transformed our business. Voice mails show up in our employee e-mail boxes, allowing employees to reply to messages without picking up a phone,” says John Studdard, Chief Technology Officer for the Lydian Trust Company. If you rely on your e-mail inbox as a critical productivity tool, the Cisco Unity solution offers a great way for you to notice your messages immediately.

On the Web

If you do not have a rich desktop client, an alternative way to manage voice messages on your desktop or on a shared computer is with the Cisco Personal Communications Assistant, a Web client that gives you immediate access to your voice messages through a Web browser. It also allows you to configure many Cisco Unity options in one place. For example, within the Cisco Personal Communications Assistant, you can choose from numerous greetings (alternate, busy, internal, closed, or standard), enable multiple notification devices, manage preferences for addressing and sending messages, and manage message playback preferences. Making common voicemail configuration options available in the same Web interface where messages are played can drastically reduce help-desk costs and support efforts. NCR Inc. deployed the Cisco Unity solution and realized significant savings. Says Sandy Davis, IP Telephony Project Manager for NCR, of the Cisco Personal Communications Assistant: “That has certainly affected the operations

team. They don't need to be involved in setting up or helping people change their menus, as they might have without that Web interface."

On a Mobile Phone

Not all employees sit at a desktop computer all day, however. Many spend most of their day (and evening) conducting business with their mobile phones. Many organizations today use smartphones, and the Cisco Unity solution supports voice messaging on these devices. Mobile workers get their messages more quickly and yield faster response times with Cisco Unity.

One of the most popular mobile devices today is the RIM Blackberry, and the Cisco Unity solution offers fully integrated Blackberry support. When a new message arrives, the Cisco Unity server and the Blackberry Enterprise Server work together to inform the Blackberry device of the new message. The voicemail attachment, which may be somewhat large, is removed from the message and substituted with a URL (Web address). Transmitting a URL instead of a voicemail file means that a minimal amount of data is sent to the Blackberry, reducing delivery time, data network usage charges, and battery charge consumption. The notification on the Blackberry tells you who sent the new message and the time of delivery, and also shows the URL. When you click the URL, the Cisco Unity system initiates a call to the Blackberry playing the specific message that you chose. Thus, with these two applications, you can know immediately when you receive a new message, you can listen to only those messages that are pressing, and you incur low data fees while extending battery life. Thus the Cisco Unity solution is the ideal voice messaging solution for Blackberry users.

The Barbara Ann Karmanos Cancer Institute in Detroit, Michigan, is one example of an organization using Cisco Unity to make their Blackberry users more effective. "Unified messaging with Cisco Unity will increase productivity," says Richard Doak, Karmanos Cancer Institute's Technical Architecture Manager. "Enabling doctors to retrieve their voicemails within their email application has been instrumental, particularly to critical staff who use a Blackberry or other wireless access devices. These staff members can now get their voicemails in a more timely manner and communicate back to patients quickly."

The Cisco Unity solution also supports other mobile devices, notably the Palm Treo and Microsoft Windows Mobile Pocket PC edition devices. Although less rich than the Cisco Unity and Blackberry solution, these devices still give you immediate notification of new messages and let you hear and respond to your messages immediately.

In addition to native support for many of these devices and the applications that ship with them, Cisco Unity also integrates with the Cisco Unified Mobile Communicator. The Cisco Unified Mobile Communicator, like the Cisco Unified Personal Communicator on the desktop, provides a single location where you can access all your communications information. Like with the Cisco Unified Personal Communicator, you can easily view your voicemail messages on your mobile device and see the presence information of the person who left you the message, allowing you to contact the sender in the most effective way. The Cisco Unified Mobile Communicator is available on many common smartphones, with support for even more coming in the near future.

Not every employee has a smartphone, however. You may rely on a standard mobile phone that simply handles calls and stores a basic contact list. Cisco Unity offers you improved productivity on these traditional mobile phones as well. Like those with smartphones, you can receive immediate notification of new messages on your standard mobile phone, in this case through Short Message

Service (SMS). In other words, you can assess and reply to messages with minimal delay regardless of the cost and features of your mobile phone.

The Cisco Unity solution can solve additional challenges for mobile users. Many countries and municipalities now require mobile phone users to operate in hands-free mode when operating an automobile. You would struggle to use a traditional voice messaging system with its purely touchtone-based menus in such environments, and would probably violate the law if you succeeded. Cisco Unity, in contrast, features speech-recognition capabilities that allow you to manage your incoming and outgoing messages even while driving. Commands such as “new messages”, “send message”, “old messages”, “setup”, “help”, “delete”, “reply”, “forward”, “repeat”, and dozens more allow you to keep your hands on the wheel and your eyes on the road as you send and review your Cisco Unity voice messages. If you prefer to keep your traditional telephone user interface (TUI), you can layer speech recognition on top of this interface with “press or say” commands. In this way you can keep the familiar interface you use in the office while being able to operate hands-free when you need to.

While you drive, however, you may pass through an area of poor mobile phone coverage. Then you can take advantage of interrupted session-recovery capabilities with the Cisco Unity system. If the call is unintentionally disconnected and you call back within a preset time limit, you can choose whether to continue wherever you were when the call was lost – for example, listening to your third message, composing a new message, etc. – or start over. With speech recognition and interrupted session-recovery features, Cisco Unity is innovatively optimized for mobile-worker productivity.

On a Desk Phone

Although many workers now are bound to their computers or mobile phones, the desk phone remains an important device for business communications and voice message access. Unlike some vendors whose products ignore the importance of the desk phone, Cisco Unity offers an even better user experience from the desk phone than previous voice messaging systems.

The Cisco Unity solution has all the features you expect from a voice messaging system. You can still get your message-waiting-indication lamps lit on your desk phones, press a single button to access your messages, and navigate through the application using the same TUI you are accustomed to with your old system. However, with Cisco Unity you get even more than your old system offers. For example, the solution offers visual voicemail on Cisco Unified IP phones, letting you skip to the messages you wish to listen to before you log into the Cisco Unity system. You can also take advantage of Message Monitor, a capability that allows you to do live call screening from your Cisco Unified IP phone, and interrupt a voicemail being left if you wish to take the call. In this way, even in the office, the Cisco Unity application lets you get the information you need as quickly as possible.

Whether you use a desktop computer, Web browser, mobile phone, or office phone, the Cisco Unity solution makes sure you are never far away from your critical business communications. The solution helps ensure that you get your messages right away, can prioritize your messages, and can respond to them in a timely manner. In this way, the application can optimize business processes and help you increase your productivity.

Flexible Platform

As your organization undergoes the transition to a unified communications solution, including deploying the Cisco Unity solution, it is imperative that the new solution be flexible enough to interoperate with the communications systems that you have in your organization today, as well as

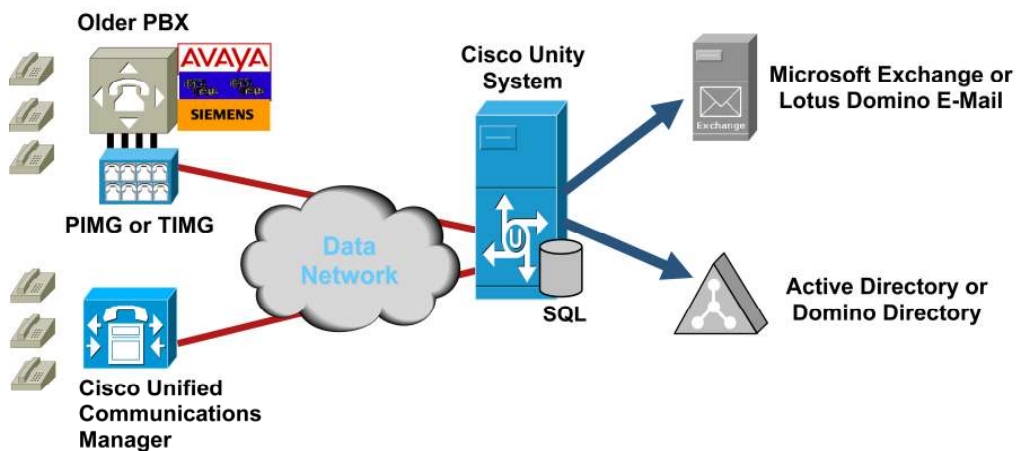
systems you may encounter in the future. Cisco Unity offers the platform flexibility you need to help ensure a smooth transition to unified communications. It can help you get more out of your current communications systems, and has the flexibility to integrate with systems you may deploy in the future. You do not need to “rip and replace” your core infrastructure, conduct substantial user retraining or experience disconnects in your business infrastructure or processes, all of which could lead to a loss in productivity. The Cisco Unity solution allows you to achieve business transformation at your own pace, without productivity-destroying interruptions.

Flexible Integrations with Other Systems

The Cisco Unity solution can integrate transparently with common messaging environments and many older private branch exchange (PBX) systems. Many organizations have numerous different PBX systems from a variety of vendors. You may have equipment from different vendors in different offices located in different regions. If you have recently been involved in mergers and acquisitions activity or anticipate a future merger or acquisition, your communications infrastructure environment may be becoming even more heterogeneous. Many organizations are embracing IP Telephony and deploying Cisco Unified Communications Manager as the core of their unified communications infrastructure. However, you may find yourself in a position where, regardless of whether you have deployed Cisco Unified Communications Manager, your voice messaging systems may have recently reached end-of-life status. In this case you need a new voicemail solution immediately, independent of future IP Telephony plans.

With inexpensive gateways, called PBX IP Media Gateways (PIMGs) or T1 IP Media Gateways (TIMGs), available from and fully supported by Cisco, you can integrate your older PBX equipment immediately with the Cisco Unity system. Unlike some vendors, Cisco does not lock you into a single vendor for call management, but rather gives you the flexibility you need. Of course, you can natively integrate your Cisco Unified Communications Manager deployment(s) with the Cisco Unity system as well. You can integrate multiple PBXs or Cisco Unified Communications Manager solutions on a single Cisco Unity system, further increasing the flexible integration options for your deployment. The Cisco Unity solution gives you the flexibility to deploy a centralized, supported unified messaging solution right away – no matter where you are on your path to adoption of IP telephony and unified communications (Figure 3).

Figure 3. Interoperability with Older PBX Systems



Like call-management environments, e-mail environments can often be multivendor. Imagine a case where two organizations have recently merged. One was in the process of migrating from

Microsoft Exchange Server 2003 to Microsoft Exchange Server 2007 and thus had a mixed e-mail environment. The second organization was using IBM Lotus Domino as its e-mail environment. With some unified messaging solutions, you would be able to support only a subset of employees, limited to a single e-mail environment. The Cisco Unity solution, however, supports all three of these e-mail systems. This solution gives you the flexibility to support your entire organization with a single, cost-effective, and centralized voice messaging solution until you standardize on one e-mail platform, or indefinitely if you decide that is best. If you change your mind later and want to switch to another e-mail platform, you can do that as well. The Cisco Unity solution maximizes your flexibility in this regard.

Flexible Deployment Options

You can deploy the Cisco Unity solution in several configurations. You can deploy it as a full unified messaging environment in which all your voice and e-mail messages are stored in your production Exchange or Domino environment. In this deployment scenario, Cisco Unity places all the messages into a single, combined store, and your employees will see voice messages in the same folder in their e-mail client in which they see their e-mail messages. For many organizations this is the best way to achieve productivity through unified messaging.

However, you may have challenges in terms of requirements – organizational, legal, or technical – that make a single-store environment less than optimal. For example, you may have organizations with different responsibilities or service-level agreements (SLAs) for e-mail and voicemail. Perhaps the e-mail and voicemail environments cannot be in the same location. You may also have legal concerns that require separation of the message stores. In this case, the Cisco Unity solution can support a separate-store, integrated messaging environment. You can still achieve all the benefits of anywhere, anytime collaboration with both combined and separate-store deployment models.

Finally, you may have employees who do not use tools such as e-mail or a desktop computer, but do require voicemail. For example, factory floor workers may have voicemail but no computer services; or an electric utility may require voicemail for its utility repair staff in the field and offer only a simple phone to access it; or a call center or support organization may offer personal voicemail mailboxes but no e-mail for those times when an employee is otherwise engaged. The Cisco Unity solution is a superb voicemail-only system with all the features you would expect from such a system.

The Cisco Unity solution is even flexible enough to allow you to mix and match these different deployment models. You can offer combined-store unified messaging to some workers, separate-store integrated messaging to others, and voicemail-only to a third group. You can mix these three deployments in any combination to meet your business needs.

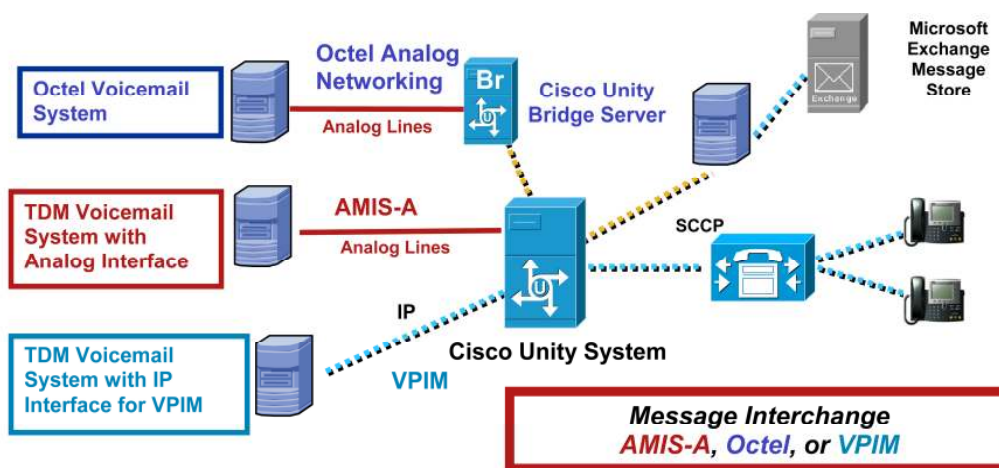
Flexible Migrations and Interoperability

As you move to the Cisco Unity solution it is unlikely you will be able to make the transition overnight. During the migration your employees will expect that they will still be able to send messages to each other, no matter which messaging system they happen to be using. Amazingly, not all unified messaging solutions can promise a seamless migration between systems. However, Cisco Unity can support virtually all major legacy voicemail systems, so your voice messaging system migration will not lead to lost time and productivity.

The Cisco Unity solution supports all the common protocols for voicemail networking, including Voice Profile for Internet Mail (VPIM), Audio Messaging Interchange Specification – Analog (AMIS-A), and Octel networking. These protocols allow you to send messages between Cisco Unity and

your older voicemail solution. You can perform your migration to this solution over three days or three years, depending on the size of your business and your specific business needs. If you are currently using a voicemail system that has reached end-of-expansions status (meaning you cannot add any more users), the Cisco Unity solution can give you a place to serve your new employees. Your current employees can remain on their old system and slowly transition before the old system reaches end-of-support status (Figure 4).

Figure 4. Interoperability with Older Voice Messaging Systems



Minimize User Retraining

You should expect your new voicemail system to work better than your old system. Your employees will want familiar menus, and they will not want to learn a new set of keys and commands. To meet these expectations, the Cisco Unity solution emulates the TUI of most common older voicemail systems, so substantial retraining is unnecessary. With the Cisco solution you can gain desktop, Web, and mobile access, and even offer speech recognition, so your employees can continue working the same way they do today – with the added option of operating hands-free or using their other devices and tools.

Flexibility is one of the most compelling benefits of the Cisco Unity system. The application does not use a one-size-fits-all approach, but rather tailors itself to the needs of your organization today, tomorrow, and well into the future.

Secure and Reliable

It is imperative that your unified communications solution be both secure and reliable. Voicemail is a mission-critical application. Downtime can mean lost orders and wasted employee time leading to severe financial consequences. New regulatory regimes further complicate concerns because organizations must now increasingly worry about messages leaving the organization or falling afoul of discoverability rules. However, these types of complications are minimized with the Cisco Unity solution because it is both highly secure and highly reliable, with industry-leading capabilities in message security and expiration.

High Availability Capabilities

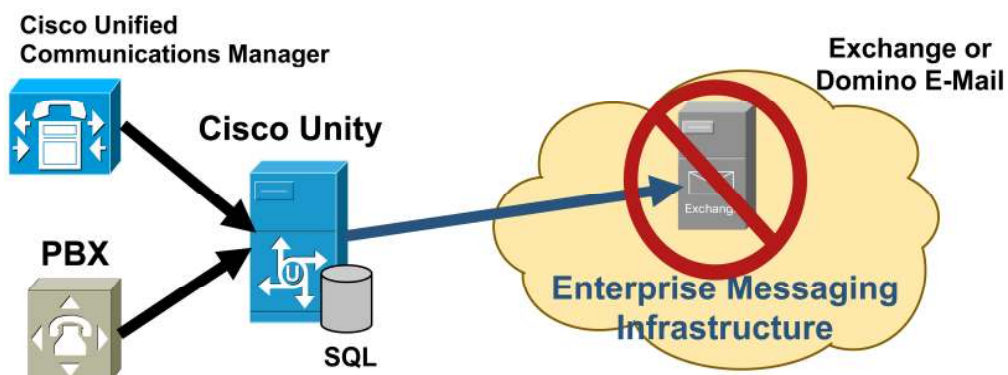
The Cisco Unity solution, unlike some other unified messaging solutions, can handle numerous types of failures while functioning. It can continue operating when the Active Directory or Domino

Directory, Exchange or Domino environment, Cisco Unity server, or even the entire site in which the Cisco Unity server resides is lost.

The Cisco Unity solution is highly reliable if outside components fail. Although employees expect very high availability for voicemail solutions, their expectations have been lower for e-mail systems. According to Michael Osterman of Osterman Research, “Exchange does not stay up and running 100% of the time despite the best efforts of those charged with managing it.”³ Active Directory or Domino directory failures can also be problematic. The Cisco Unity solution can both identify callers and store messages – even if the directory or e-mail message store is lost. The Cisco Unity directory contains a snapshot of information in Active Directory plus some Cisco Unity system-specific information, so even if Active Directory is unavailable you can still receive calls and have them processed. Some unified messaging products do not have this feature.

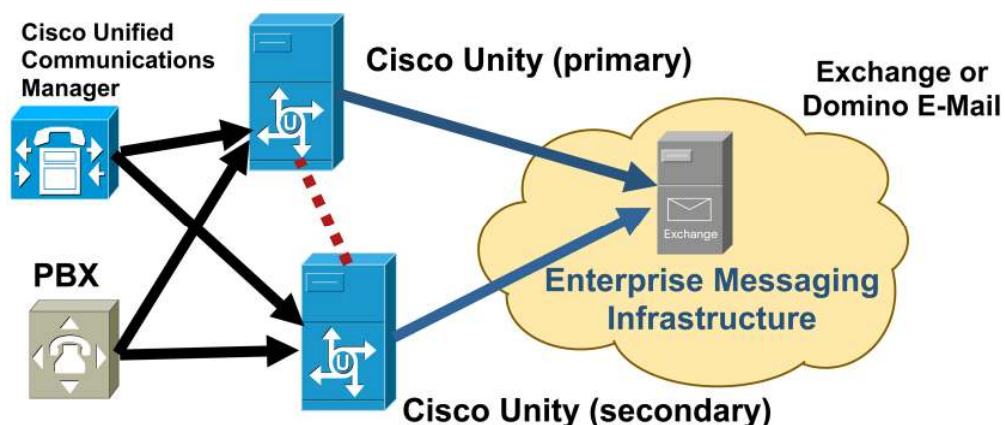
If the Exchange or Domino environment fails, the Cisco Unity solution can store messages in its own Cisco Unity Messages Repository (Figure 5). While operating in Cisco Unity Messages Repository mode, the application successfully takes messages, which you can play back via a telephone. When Exchange or Domino again becomes available, those messages are delivered to subscriber mailboxes without losing any functions. In this way, even given the lack of reliability of e-mail systems, Cisco Unity can deliver the reliability expected of voicemail systems.

Figure 5. Cisco Unity Messages Repository



In addition to handling failures of components such as Exchange or Domino and their respective directories, the Cisco Unity solution can even handle the failure of an entire Cisco Unity server. If the Cisco Unity server has a hardware or software failure (for example, a failed hard drive), the system can be configured with a synchronized failover server. The failover server detects the failure of the primary server through the loss of a “heartbeat” signal from the primary server and immediately begins processing calls. Neither callers nor system users will notice any interruption of the service (Figure 6).

³ Network World's Unified Communications Newsletter, November 8, 2007

Figure 6. Cisco Unity Failover Configuration

The Cisco Unity solution can even handle the failure of an entire data center. The unfortunate man-made and natural destructive events of recent years have heightened awareness of the business effect of a large-scale disaster. As a result, the Cisco Unity solution offers a new capability called Standby Redundancy. Like failover, there is a secondary server with an identical database. However, unlike failover, which is designed to automatically take over and be located in the same data center as the primary server, Standby Redundancy is meant to be geographically dispersed and requires a manual operation. This requirement prevents spurious failovers that might normally occur when the two servers are separated by a WAN that may have lower reliability or higher latency than a LAN. By using the capabilities of Standby Redundancy during a major site-level disaster, Cisco Unity can be back in service and your business operational in a short time.

Because of its highly reliable architecture and use of redundancy, the Cisco Unity solution can, in fact, exceed the reliability of traditional voicemail systems. The Burton Group writes “The fact that legacy voicemail systems are deployed in a highly distributed, switch-centric model minimizes their reliance, beyond that noted for networking of multiple systems, on the enterprise data network to access the voicemail system. The market generally views legacy voicemail systems positively, as highly available and reliable telephony infrastructure elements. However, these systems are not well suited for multiple-site redundancy and are not usually well aligned with enterprise business continuity objectives.”⁴ The Cisco Unity solution is designed with today’s business-continuity risks in mind, and thus is generally more reliable than such traditional voicemail systems.

Secure Messaging

Unified messaging can create security challenges that did not exist with traditional voicemail systems. According to research by the Burton Group on security implications of unified messaging: “First, while voice messages resident on legacy voicemail systems were only accessible from an enterprise PBX, a voicemail received as an e-mail file attachment on a next-generation voicemail solution can be forwarded via e-mail to unintended and undesired e-mail addresses. Second, in addition to the potential consequences of inappropriate or rogue use from e-mail, the voicemail can now be saved on portable storage media such as compact disks (CDs) and universal serial bus (USB) memory devices and easily removed from enterprise facilities.”⁵

⁴Enterprise Voicemail: Preparing for Unified Communications, Burton Group, Version 1.0, July 19, 2007

⁵Enterprise Voicemail: Preparing for Unified Communications, Burton Group, Version 1.0, July 19, 2007

The Cisco Unity solution is the first and only solution on the market with a true secure messaging capability that addresses and, in fact, eliminates this problem. You can configure the application to encrypt all messages. You can also configure the encryption such that only the intended recipient or people working within your organization can listen to messages. The first case helps ensure that only the intended recipient can listen to private messages, because these messages cannot be decrypted by others. Likewise, if you configure secure messaging so that only those in your organization can listen to messages, only your employees will be able to successfully decrypt and play them. If forwarded outside the organization, even from the desktop e-mail client, the recipient will be unable to listen to the message. In this way you can prevent your sensitive voicemail messages from leaving the organization.

In addition to limiting who can listen to the message, you can use secure messaging to limit the length of time a message is accessible. You can set an expiration time on the secure message encryption key. After the time elapses, the encryption key becomes invalid and not even the original recipient of the message can access it. Even if the message file remains in a backup or archive somewhere, or the message recipient downloads it to a desktop computer, the message will not be playable by any party. It will have been permanently destroyed by policy.

The Cisco Unity solution is the first and only solution to offer this advanced message-encryption capability. Other vendors use a security mechanism that attempts to keep the voice message within a single server or e-mail environment purely through client-side mechanisms. Some vendors offer no security solution at all. Where these various security solutions exist, they are typically easily defeated by unloading a plug-in or using a different e-mail client. The method of message encryption that the Cisco Unity solution uses is alone in the industry in offering a strong and enforceable security mechanism for controlling messages.

The Cisco Unity solution offers industry-leading reliability and security. While making your employees productive, it can help ensure that your organization is well-protected from threats, both internal and external.

Cisco Unity Unified Messaging: The Productivity You Need, and the Flexibility, Security, and Reliability You Expect

The Cisco Unity solution can help you significantly improve productivity by offering you anywhere, anytime collaboration. You can access your messages wherever you need them – on the desktop, Web, or mobile or desk phone – leading to substantial time savings and a more agile organization. This solution lets you move at your own pace and interoperate with the systems you have today and may have in the future. It also delivers industry-leading security and reliability. “Cisco Unity definitely makes financial sense,” says Bernie Rodriguez, IT Manager for Texas Instruments, a 20,000-user solution deployment. “According to our initial estimates, the system attained a positive ROI [return on investment] less than 1 year after the initial deployment. In the next 2 to 3 years, we expect to see very significant cost savings in TI’s overall messaging costs.” Your organization can achieve more with the Cisco Unity solution.

For More Information

Visit <http://www.cisco.com/en/US/products/sw/voicesw/ps2237/index.html> to learn more about the Cisco Unity solution.

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